

Instruction Manual

HAAN®

EXPERIENCE STEAM. DISCOVER CLEAN.™

name: **VersaSteam Pro™**
model number: **BS-20**

*“Versality in a steam mop that
converts into a handheld with
Turbo Technology”*

USA

HAAN Corporation

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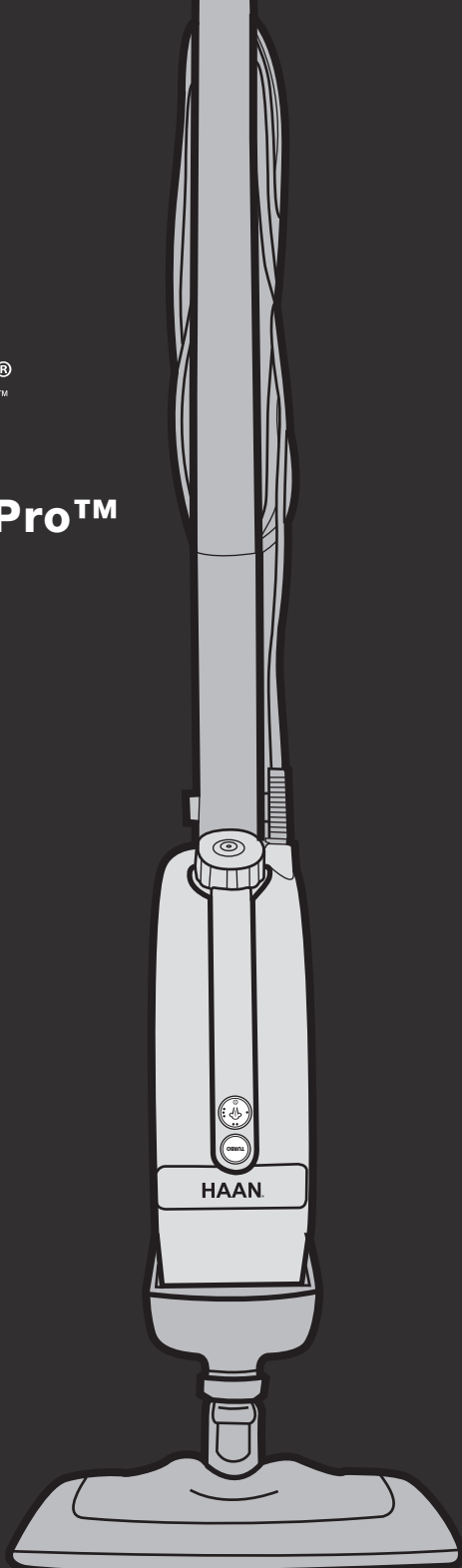
CANADA

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HAAN® Experience Steam. Discover Clean.™
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Introduction

Congratulations on purchasing a **HAAN®** product. Now you have an easy way to clean your tile, hardwood, laminate, linoleum and vinyl floors.

Your steam cleaner uses steam to remove tough grease, dirt and grime. Steam is nature's purest and most powerful cleaner for safely cleaning all hard surfaces in your home without harsh chemicals, for a perfectly ecological approach. No film, no residue – just clean, germ-free floors.

HAAN® products are so easy to assemble, you can put them to use right away – anywhere you want to clean and sanitize – from your kitchen and living room to your bathroom floors.

Backed with a one-year limited warranty, your quality **HAAN®** product is sure to give you years of dependability. And our Customer Care representatives are available to answer any of your questions about your new steam cleaner.

Thousands of **HAAN®** customers have already fallen in love with **HAAN®** Steam Cleaners. We're confident you will, too.

Thank you again for purchasing the **HAAN®** VersaSteam Pro™ Steam Cleaner.

*The **HAAN®** Team*

Important Safety Instructions

Basic precautions should be observed when using an electrical appliance, including the following:

IMPORTANT

Be sure to read ALL instructions and warnings before using your HAAN® Steam Cleaner.



WARNING

Risk of electrical shock: Be sure to read and follow all instructions and warnings.



CAUTION

The unit emits steam at 212°F to sanitize the area of use. This means that the steam head, Ultra-Microfiber Pads and Carpet Glide get very hot during use. Care should be taken when using this appliance. **DO NOT** touch them during use except in the approved manner as outlined in this manual.

SAVE THESE INSTRUCTIONS:

For household use only. Any other use of this appliance will void the manufacturer's warranty.

1. Do not direct steam at people, animals, or at electrical outlets.
2. Do not expose to rain.
3. Store indoors.
4. Unplug from outlet when not in use and before conducting service maintenance or troubleshooting.
5. Do not leave steam cleaner unattended.
6. Do not leave the steam cleaner connected to an electrical outlet when not in use.
7. Do not service steam cleaner when it is plugged in.
8. Do not use with damaged cord or plug.
9. Do not use steam cleaner if it has been dropped, damaged, left outdoors or dropped into water. Return to a service center.
10. Do not handle steam cleaner with wet hands.
11. Do not pull or carry by cord, use cord as a handle, close door on cord, pull cord around sharp corners or expose cord to heated surfaces.
12. Do not unplug by pulling on cord.
13. Do not use appliance in an enclosed space filled with vapor given off by oil-based paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapors.
14. Do not allow unit to be used as a toy.
15. Do not use on leather, wax polished furniture or floors, synthetic fabrics, velvet or other delicate, steam-sensitive materials.
16. Do not immerse in water or any other liquid.
17. Do not use for any purpose other than described in this User Manual.
18. Use only manufacturer's recommended attachments – use of attachments not provided or sold by HAAN® may cause fire, electric shock or injury.

Important Safety Instructions

19. Never put descaling, aromatic, alcoholic or detergent products into the steam cleaner, as this may damage it or make it unsafe for use.
20. Unplug by grasping the plug, not the cord.
21. Close attention is necessary when used by or near children.
22. If the circuit breaker activates while using the steam function, discontinue product use immediately and contact the customer support center. (Beware of the risk of electrical shock.)
23. Do not allow the product to be disassembled and/or modified by anyone other than an authorized service technician. (Doing so can result in fire and/or electrical shock.)
24. Do not puncture steam hose that is exposed by the swivel steam head joint.
25. This product is NOT for space heating purposes.

IMPORTANT ►

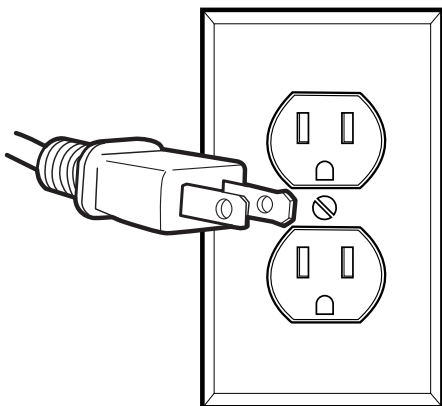


WARNING

DO NOT modify the plug. Improper connection can result in a risk of electrical shock.

Electrical Plug Instructions:

This appliance has a polarized plug (one blade is wider than the other). As a safety feature, this plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature.



Operating Instructions

Care & Maintenance

IMPORTANT

Always ensure that your steam cleaner is **UNPLUGGED** from the wall receptacle prior to cleaning or emptying the water tank.



CAUTION

Do not immerse your steam cleaner in water or any other liquid.



CAUTION

Always operate steam cleaner by gripping the handle. Do not grip by the pole.

1. Turn your steam cleaner off and unplug from the electrical outlet.
2. Wrap power cord around cord hangers.
3. Let your steam cleaner cool for five (5) minutes before removing the Ultra-Microfiber pad and before emptying the water tank.
4. Always empty the water tank when you have finished using your steam cleaner.
5. Never leave Ultra-Microfiber pad on steam cleaner when you have finished using it. Always remove the Ultra-Microfiber pad and wash in warm water with a mild detergent. Never use bleach or fabric softener when cleaning the Ultra-Microfiber pad. The Ultra-Microfiber pad can be washed in a washing machine and dried in a clothes dryer but on low heat. To decrease pad wear, we recommend the pad be hung to dry for 24 hours.
6. Wipe your steam cleaner with a damp cloth to clean. Never immerse the unit in water or any other liquid.
7. In order to keep your steam cleaner in good condition, we recommend that you clean the water tank once a month to eliminate calcium deposits. Add eight ounces (8 oz) of water to the water tank and insert 1 packet of Fresh Rinse™ Lime and Scale Remover. Shake to loosen any deposits. Place unit on resting mat without pad, turn unit on and allow water to steam until water in tank is depleted. **Do not use vinegar or other decalcifying substances in the steam cleaner water tank.**

Helpful Hints

1. Always use a vacuum or sweep before sanitizing your floors.
2. The easiest way to use the machine is to tilt the handle to a 45° angle and clean slowly 2-3 yards at a time.

Helpful Hints Cont.

3. A good amount of steam passes through the Ultra-Microfiber pad. We recommend that the Ultra-Microfiber pad be changed when it becomes oversaturated.
4. To remove stubborn stains from vinyl or linoleum floors, pre-treat with a mild detergent and some water before using the steam cleaner.

Ultra-Microfiber Pads for HAAN® Steam Cleaners

What is an Ultra-Microfiber?

An Ultra-Microfiber is a textile fiber that is thinner and more absorbent than a micro-fiber (1.0dtex) pad typically used with steam mops. Specifically, to be defined as an Ultra-Microfiber, it should be less than 0.2dtex. The Ultra-Microfiber pad by HAAN Corporation is made of .17dtex Ultra-Microfibers.

How to Use Ultra-Microfiber Pads

1. Please make sure that a completely dry pad is used.
2. As high temperature steam passes through a pad to contact the floor to kill germs, molds, mites and to provide a certain amount of water necessary for cleaning, it is natural that the pad gradually absorbs moisture. After a certain length of time, the pad repels water and becomes damp.
3. To keep the floor clean and dry, replace the pad when it is dirty.
4. Only remove pad from unit when not in use and steam is not being emitted.

How to Clean and Store

1. Hand wash or machine wash the Ultra-Microfiber pad in cold water on the delicate cycle with a mild detergent. (Do not use a fabric softener.)
2. Using a washing machine may shorten the lifespan of the pads.
3. We recommend air drying the Ultra-Microfiber pad for 24 hours, but they could be dried in a dryer on a low heat setting.



Chlorate
bleach

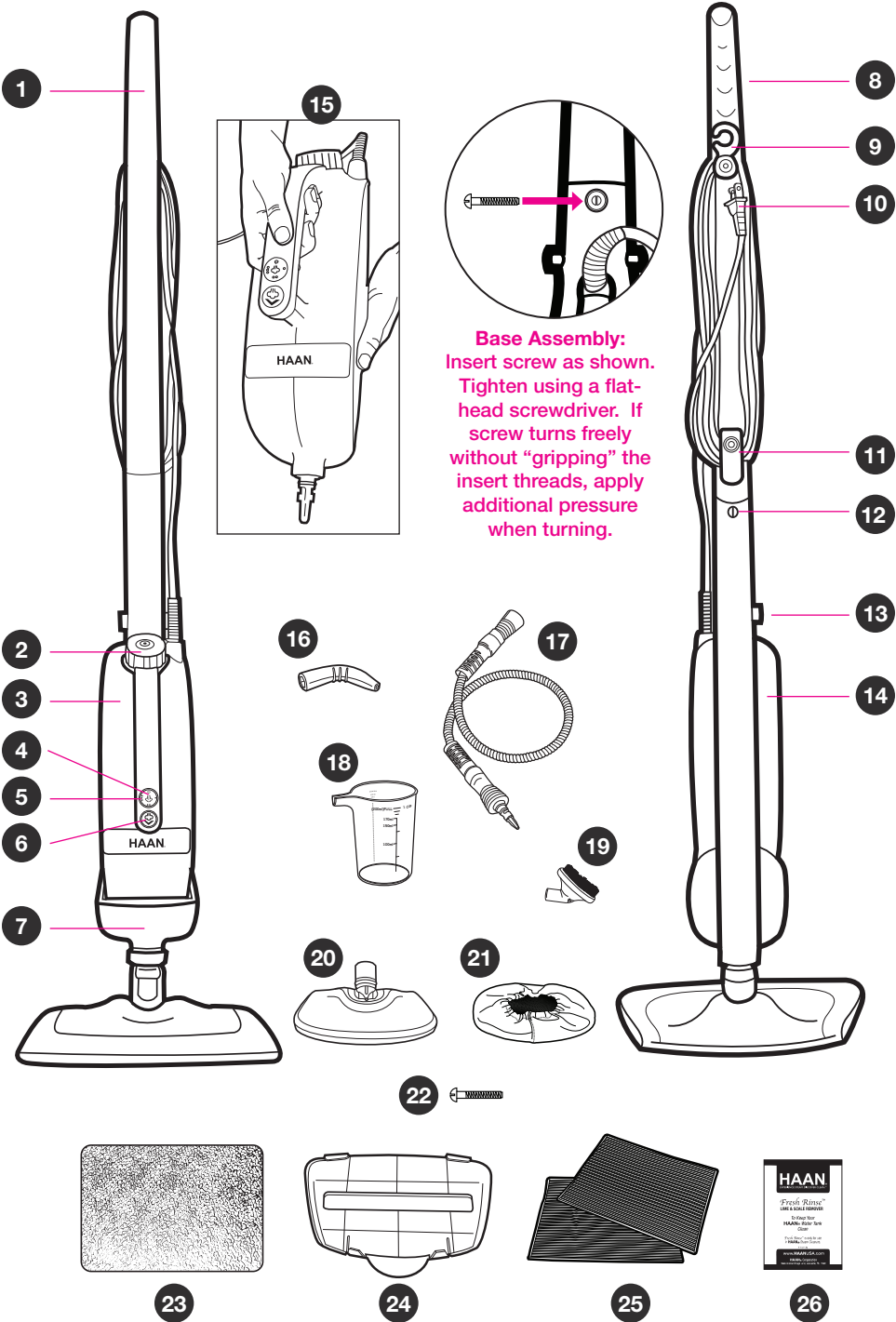


Hanger



Lightly
Twist

Product Assembly & Parts



1. Handle
2. Water Tank Cap
3. Handheld Steamer Body
4. Steam Level Power Button
5. Steam Level Indicator Lights
6. Turbo Steam Button
7. Floor Steamer Body
8. Grip Handle
9. Storage Hook (rotates 360°)
10. Power Cord
11. Power Cord Organizer (bottom)
12. Main Body Assembly Screw
13. Handheld Unit Release Buttons
14. Water Tank
15. Handheld Unit (detached)
16. Angled Nozzle Attachment
17. Extended Flexible Hose
18. Measuring Cup
19. Brush Attachment
20. Mini Steam Head Attachment
21. Mini Steam Head Cleaning Sock
22. Assembly Screw (x1) **Located in Accessory Bag**
23. Floor Protector/Resting Mat
24. Carpet Glide
25. Ultra-Microfiber Pads (x2)
26. Fresh Rinse™ Lime & Scale Remover (x12)

Helpful Hint:

To extend the life of your Ultra-Microfiber Pads, always place your unit on the floor protector/resting mat while the unit heats up. Attach the Ultra-Microfiber pad when the unit is ready to use.

Helpful Hint:

When using the steam cleaner with the Carpet Glide it will not lift all set-in stains from your carpet. Our Ultra-Microfiber pad may be used to act as a “blotter” for removing most fresh, wet spills and stains.

Before Using Your Steam Cleaner

Be sure to read ALL instructions and warnings *before* using your steam cleaner.



WARNING

Your steam cleaner is designed to clean hard floor surfaces that will withstand high heat. Do not use on unsealed wood or unglazed ceramic floors. On surfaces that have been treated with wax or some no-wax floors, the sheen may be removed by the heat and steam action. It is always recommended to test an isolated area of the surface to be cleaned before proceeding. We also recommend that you check the use and care instructions from the floor manufacturer.

Helpful Hint:

When heated, never leave the appliance in one spot on any surface for any period of time. Always place your steam cleaner on the Floor Protector/Resting Mat when stationary.

Helpful Hint:

Always empty water from water tank after use. To ensure optimum product function use Fresh Rinse™ once a month.

Before Using Your Steam Cleaner cont.



CAUTION

Use only a heavy duty extension cord rated for 15 amps minimum – **DO NOT** use an ordinary extension cord.

IMPORTANT

This product is **NOT** for space heating purposes.

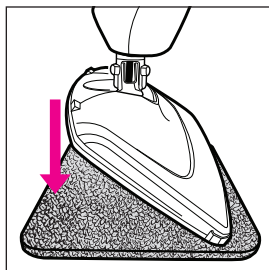


CAUTION

HAAN® floor care products emit steam at 212° to sanitize the area of use. This means that the steam head, Ultra-Microfiber pads and carpet glide get very hot during use. Care should be taken when using this appliance and **DO NOT** touch components of this machine during use except in the approved manner as outlined in this manual.

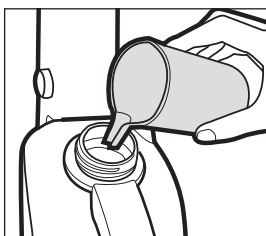
Using Your Steam Cleaner - Operating Instructions

1



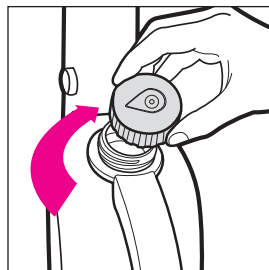
Assemble unit and place on Floor Protector / Resting Mat.

2



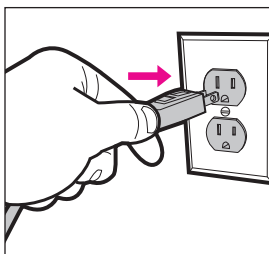
Turn Water Tank Cap counter-clockwise to remove. Use the measuring cup to fill tank with water.

3



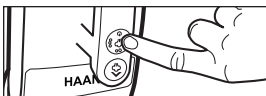
Tighten cap by twisting clockwise.

4



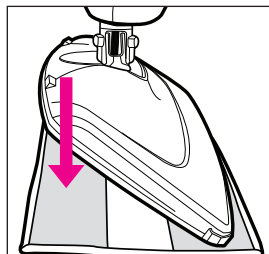
Plug in the unit. This will turn on the unit's power in standby mode.

5



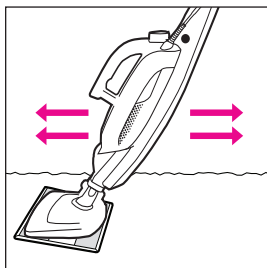
To select the level of steam, press the Steam Level Power Button - one press for low steam, two presses for medium steam and three presses for high steam. If you press the button four times, it will return to standby mode with no steam but with power. Wait 20 seconds for unit to heat up with a steam level selected. Unit may vibrate while heating.

6



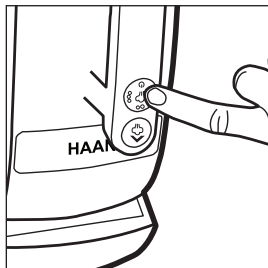
Gently place unit on Ultra-Microfiber pad. You are now ready to steam clean.

7



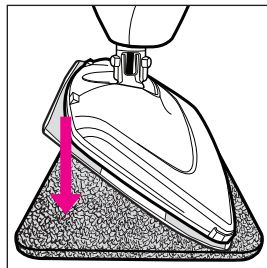
Tilt handle at a 45° angle. Push and pull slowly across the floor to clean thoroughly.

8



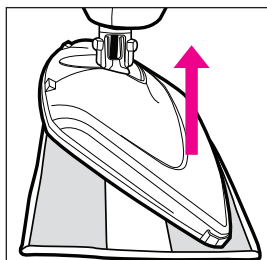
When done, push the Steam Level Power Button to the standby mode.

9



Place unit with Ultra-Microfiber pad attached onto Floor Protector / Resting Mat and unplug the unit. Allow the unit to cool down for five (5) min.

10



When unit has cooled, remove Ultra-Microfiber pad and empty the water tank. Store unit upright in a dry area.



IMPORTANT: Vibration Sound

During use it's normal to hear a "clicking" sound coming from the unit. This sound is produced by the water being pumped through the unit.

IMPORTANT

Always empty the water tank once you have finished using your steam cleaner.

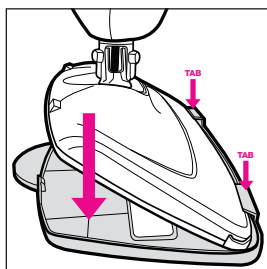
Using the Carpet Glide

What is the Carpet Glide?

The carpet glide enables the steam cleaner to freshen, deodorize and sanitize carpeting, rugs, upholstery, pet cushions and more. Used with the steam cleaner it kills dust mites and other allergens on a variety of surfaces.

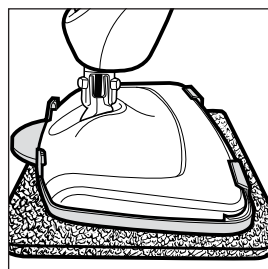
NOTE: The Carpet Glide is used **WITHOUT** the Ultra-Microfiber Pad.

1



Attach carpet glide by placing unit under "tabs" and gently pushing down into place.

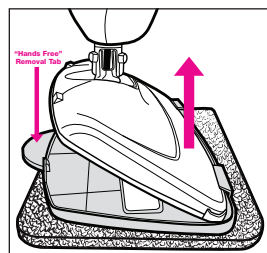
2



With carpet glide attached, place on Floor Protector / Resting Mat. Follow operating instructions.

3

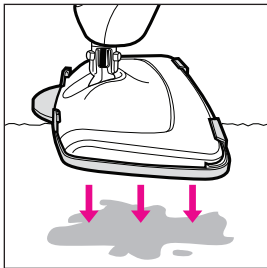
To Remove Carpet Glide



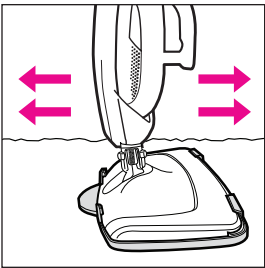
Turn unit to standby mode, unplug and let cool. Use foot on "Hands Free" tab to remove Carpet Glide from steam head.

Using the Carpet Glide - FOR FRESH STAINS

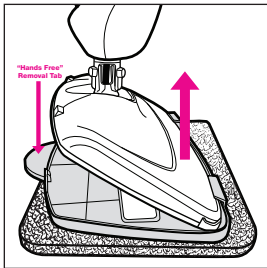
- 1**



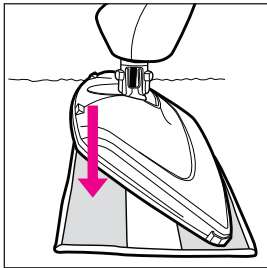
Place unit on stain. Let stand for a few seconds. Allow steam to saturate stain.
- 2**



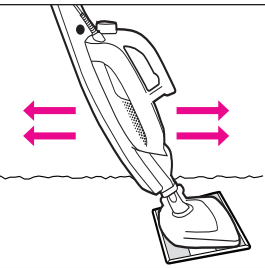
Slowly move unit back and forth over stain.
- 3**



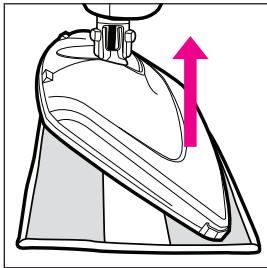
Remove carpet glide from unit with hands free tab.
- 4**



Gently place unit on Ultra-Microfiber pad.
- 5**

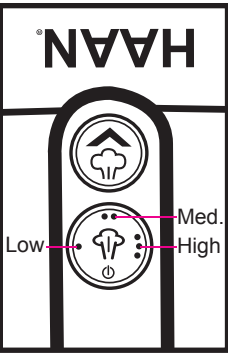


Use the pad to rub the area "blotting" out the stain.
- 6**



Turn unit to standby mode and unplug. When cooled, remove Ultra-Microfiber pad.

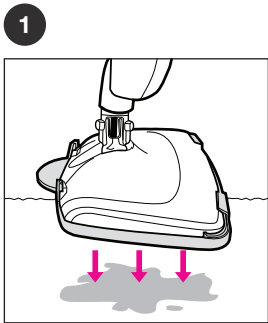
Variable Steam Selection



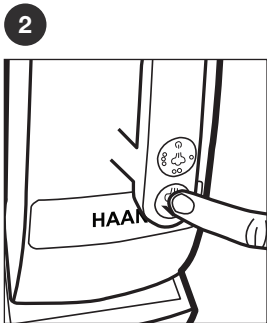
- Your HAAN® VersaSteam Pro™ has three steam settings so you can choose the perfect steam level for your surface or mess.
- The low setting is great for laminate and bamboo surfaces. It is best used for light cleaning.
- The medium setting works well on hardwood and marble and everyday cleaning.
- The high setting is for more durable surfaces like tile and linoleum. It can be used on heavily trafficked areas and stuck on stains.
- The Turbo feature is great for an extra boost of steam on really difficult stains.

Using Turbo Technology

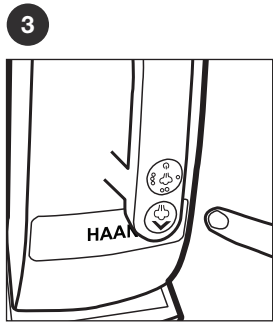
Use when an added burst of steam is needed for a particularly difficult stain. This can be used in either the steam mop or handheld mode.



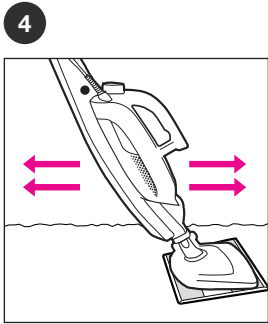
Place the steam head over the difficult stain.



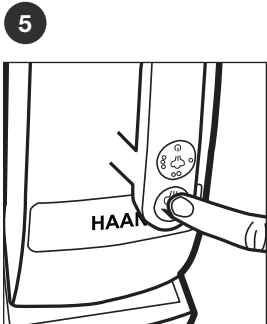
Press the Turbo button. Wait a second for the added steam to be ejected.



Release the Turbo button after a few seconds to stop the additional burst of steam.

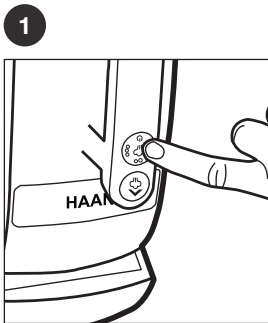


Continue operating the steam cleaner as normal.

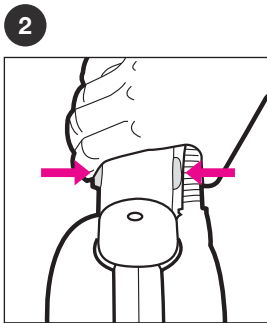


Repeat as needed.

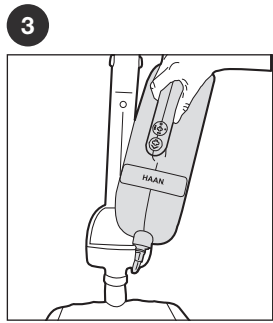
Using the Handheld Steamer - Operating Instructions



Before detaching the handheld unit, make sure it is turned to the standby mode.

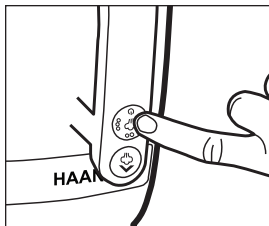


Press handheld release buttons inward to release Handheld unit.



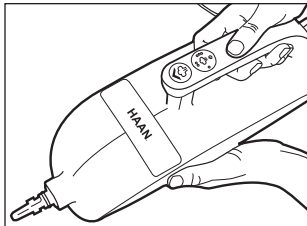
Remove handheld unit from floor unit. **DO NOT** pull power cord when removing

4



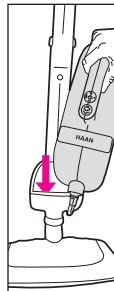
Turn handheld unit to the desired steam setting.

5



Wait 20 seconds for unit to heat up. Unit may vibrate while heating.

6

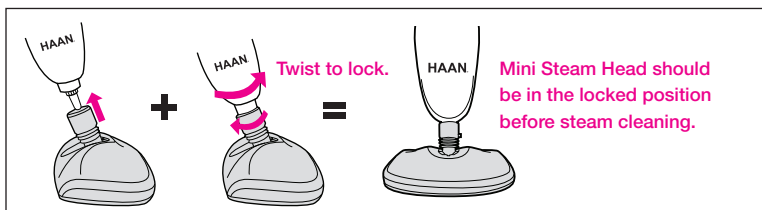
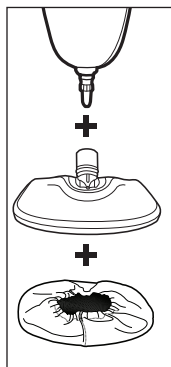


To replace the handheld unit, turn it to the standby power mode. Insert it into the Floor Steamer Body with the handle facing out. Make sure the unit is firmly fixed into the body and "clicks" into place. Some force may be required.

NOTE: When handheld is used pointing upward, the amount of steam emitted will reduce over time. Tilt unit parallel with floor or downward to eliminate the reduction of steam.

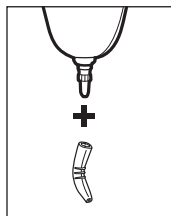
Using the Handheld Steamer Attachments

NOTE: Always turn unit to the standby power mode when attaching and removing attachments.



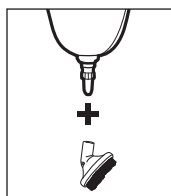
Mini Steam Head Attachment

Great for cleaning and sanitizing kitchen counter tops, tabletops, bathroom surfaces, bathtubs, bedding (pad removed), curtains and pet areas.



Angled Nozzle Attachment

Great for cleaning and sanitizing in between kitchen and bathroom tile, faucets, counter tops, corners and toilet bowls.

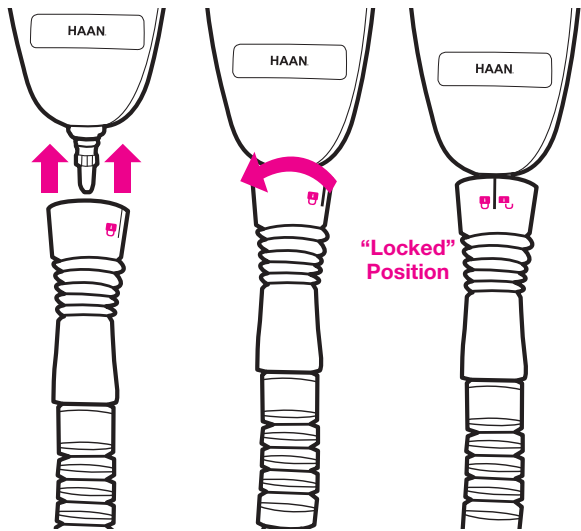


Brush Attachment

Great for scrub cleaning grills, tile grout and stubborn counter top stains.

Using the Long Extension Hose

Adds maneuverability when cleaning hard to reach areas. Works with the Mini Steam Head Attachment, Angled Nozzle Attachment and Brush Attachment.

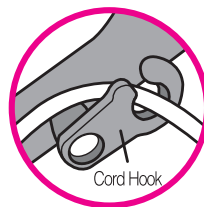


Using the Power Cord Hook

Connect the cord to the cord hanger as instructed in order to keep the cord from being damaged. Loosely wind the cord around the hooks before storing.

CAUTION

Special care should be exercised with the power cord during steam cleaner use as excessive twisting and/or subjecting it to a substantial external shock can result in damage, which can in turn cause product malfunction.



Troubleshooting

Problem	Solution
Unit not operating.	<ul style="list-style-type: none">• Ensure plug is set firmly in outlet.• Replace fuse or reset breaker.
Unit does not emit steam.	<ul style="list-style-type: none">• Ensure water tank is filled with water.• Ensure a steam level has been selected.• Ensure the handheld unit is not being held with the tip pointed upwards.
Water left on floor.	<ul style="list-style-type: none">• Change the Ultra-Microfiber pad.• Ensure unit is always level and parallel to the floor.
White spot left on floor.	<ul style="list-style-type: none">• When cleaning do not leave unit in one spot for too long.• Use floor protector/resting mat when unit is plugged in and stationary.• Use distilled water instead of hard tap water. <p>NOTE: To remove spot, use a damp cloth with a few drops of white vinegar to rub and remove stain.</p>

Commonly Asked Questions

Q: Can the HAAN® Steam Cleaner be used on laminate flooring?

A: Yes. Your steam cleaner was designed to be gentle on delicate flooring, yet powerful enough to penetrate stains and kill harmful germs and bacteria.

It is recommended that the flooring manufacturer be contacted to see if it is OK to clean the floor with steam. Leaving the steam cleaner sitting in one spot while steaming could result in discoloration of flooring.

Q: Why does my HAAN® have different steam settings?

A: The different steam settings were designed with different floor types and stains in mind.

Q: How long can an Ultra-Microfiber Pad be used until it needs to be changed?

A: The pad should be changed every 10 minutes, or when it becomes saturated with water. The unit will become harder to push with an overly wet pad.

Q: How long does a tank of water last?

A: A full tank will last approximately 20-25 minutes but is dependent on the steam setting used.

Q: Sometimes my steam cleaner becomes hard to push - why?

A: If the unit is hard to push it's likely because the Ultra-Microfiber Pad is too wet or the angle at which you are using the machine is too high.

Q: How do you use the Carpet Glide on carpet?

A: The carpet glide is to be used without the Ultra-Microfiber Pad and can be attached directly to the unit.

Q: Does the HAAN® work on pet stains?

A: Yes, the HAAN® is able to spot clean fresh pet stains by loosening and lifting the stain.

Q: How can I prolong the life of my HAAN®?

A: To maintain the life of your unit, we recommend using Fresh Rinse™ once a month.

Q: Will the HAAN® Steam Cleaner clean grout?

A: Yes, but it needs a little help. If you glide your HAAN® over the problem areas and then scrub with your Ultra-Microfiber Pad, it should effectively clean your grout. However, it will not remove discoloration as this has been absorbed into the grout.

Q: Will the Turbo Technology hurt my delicate surfaces?

A: Turbo Technology was designed to be used on most types of surfaces. However, you should only use it for a few seconds on a difficult mess before continuing the cleaning action.

Couldn't find the Answer to your Question?

**Call Customer Care at 877-422-6347 in the US
or 855-885-8458 in Canada.**

To order additional pads, accessories or replacement parts call customer care at:

US: 877-422-6347

CANADA: 855-885-8458

Or visit:

US: www.HAANusa.com

CANADA: www.HAANcanada.ca

Product Specifications: Model BS-20

Color	Grey and Red
Overall Size	11.75" W x 7.5" D x 47.5" H
Handheld Size	4.25" W x 5.75" D x 14.75" H
Weight	5.5 lb
Voltage/Hz	AC 120V, 60Hz
Wattage	1440 watts
Cord Length	25 Feet
Tank Capacity	11.83 oz.
Heat-up Time	20 sec.
Operating Time	Up to 25 minutes dependent on the steam setting
*Dimensions approximated. Dimensions include base and measured without hose, or attachments.	

One-Year Limited Warranty

Your HAAN[®] Steamer is warranted to be free from defects in material and workmanship for a period of one (1) year from the date of purchase when utilized for normal household use by the original purchaser only. The included Warranty Registration Card should be filled out and returned within thirty (30) days of purchase. This will register your product.

Should any defect covered by the terms of the limited warranty be discovered within one year, HAAN Corporation will repair or replace the defective part. To process a warranty claim, contact customer care at 877-422-6347 in the US or 855-885-8458 in Canada for further assistance and instructions. A customer care agent will conduct troubleshooting in an attempt to fix any minor problems. Should troubleshooting not provide any result, a return authorization will be issued. Proof of purchase is required and should accompany the return. Freight costs must be prepaid by the purchaser.

The liability under this warranty is limited solely to the cost of the replacement parts or the complete unit at our option. Labor charges are not included.

This warranty is extended to the original purchaser of the unit and excludes all other legal and/or conventional warranties. The responsibility of HAAN Corporation, if any, is limited to the specific obligations expressly assumed by it under the terms of the limited warranty. In no event is HAAN Corporation liable for incidental or consequential damages of any nature whatsoever. Some states/provinces do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you. This warranty gives you specific legal rights which vary from state to state or province to province.

Warranty Notice: failure to complete and return the product registration card will not diminish your warranty rights.

Product Registration - Canada

Please fill out and mail this Product Registration Card within thirty (30) days of purchase in order to validate the fore said Limited Warranty. The registration will allow us to contact you in the unlikely event of a product safety notification. By returning this card you acknowledge that you have read and understood the instructions for use and the warnings set forth within the instructions.

First Name	Last Name
Address	
City	State/Province
Zip Code/Postal Code	Country/Territory
Product Name/Model number	
Date Purchased	Place of Purchase

(Fold here and tape closed before mailing)

Warranty Notice: FAILURE TO COMPLETE AND RETURN THIS PRODUCT REGISTRATION CARD WILL NOT DIMINISH YOUR WARRANTY RIGHTS.

Privacy Notice: We use this information requested on this card to process your registration, thereby allowing you to receive the benefits of being a registered user, and for use in post-sales services. Other uses of your information are governed by the choices you make in answering the questions and the HAAN® privacy policy. For information on this policy contact 855-885-8458.

1) Yes! I would like HAAN® to send me information on products and services including new product releases, events and special offers. You may contact me by:

EMAIL ☐ _____

PHONE ☐ _____

MAIL ☐ _____

2) What other HAAN® products have you purchased?

Cut along dashed line

Place
Stamp
Here

Product Registration

HAAN Corporation

2220 Argentia Rd. Unit# 1

Mississauga, ON L5N 2K7

3) Where did you purchase your HAAN[®] product?

4) How did you hear about HAAN[®]?

5) We like to hear from our product owners. Please add any comments here:

Product Registration - US

Please fill out and mail this Product Registration Card within thirty (30) days of purchase in order to validate the fore said Limited Warranty. The registration will allow us to contact you in the unlikely event of a product safety notification. By returning this card you acknowledge that you have read and understood the instructions for use and the warnings set forth within the instructions.

First Name	Last Name
Address	
City	State/Province
Zip Code/Postal Code	Country/Territory
Product Name/Model number	
Date Purchased	Place of Purchase

(Fold here and tape closed before mailing)

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MAIL ☐ _____

2) What other HAAN® products have you purchased?

Cut along dashed line



Product Registration
HAAN Corporation
1828 William Penn Way
Lancaster, PA 17601

3) Where did you purchase your HAAN[®] product?

4) How did you hear about HAAN[®]?

5) We like to hear from our product owners. Please add any comments here: